

Office of the Chief Information Officer Statement of Work		
COTR	Task Title	Task Manager
Tom King 305-8999	Desktop Hardware Maintenance Group	Long Kim Ung 305-9005 Joe Vastola 305-3650

## 1. BACKGROUND

Desktop Hardware Maintenance Group maintains OCIO supported desktop hardware, group printers and walk-up workstations. This contract will support the PTO's total office automation business needs.

The Group Printers consist of PROMARK printers with Windows NT Server 4.0 as the Operating System. The software and hardware of the printers are provided by PROMARK.

The Walk-Up workstations consist of the PTO approved Pentium 180s or better, loaded with Patents baseline with additional local account (DSS) and NT Policy applied.

## 2. STATEMENT OF WORK REQUIREMENTS

- Contractors shall abide by all OCIO Task Manager Directives, Service Level Agreements (SLA), Operational Support Plans and Technical Notes.
- Contractor shall provide support from 5:30 AM to 12:00 PM (Midnight) local time, Monday through Friday, and from 5:30 AM to 10:00 PM local time, Saturday, Sunday and Holidays (excluding Christmas Day, New Year's Day and Thanksgiving).
- Contractor shall maintain a minimum 95% customer satisfaction rating at all times. This translates to Contractor receiving no more than 5% "re-opened" and "unsatisfactory" ratings. Ratings will be measured through the Customer Quality Check process. The rating levels given during the quality checks are: outstanding, very good, satisfactory, unsatisfactory and re-open.
- Contractor shall thoroughly document all work they perform in the appropriate problem/change record. Contractor shall update the record within two (2) hours of performing the work.
- If Contractor performs a site visit, Contractor shall always leave a completed work service form with the customer. If the customer is at the site, Contractor shall notify the customer before leaving the site.
- Contractor shall not close or resolve any records without obtaining confirmation from the customer that the service has been performed or the problem has been resolved; an exception is made if 3 attempts to contact a customer over a 3-day period do not produce a response from the customer.

7. Contractor shall perform a Root Cause Analysis (RCA), for problems that they resolve, when requested by the Task Manager.
8. Contractor shall use the mobile (Psion) units to record all hardware changes for asset management purposes and to document all field service work performed.
9. Contractor shall be responsible for resolving problems and providing services associated with desktop hardware. Contractor shall respond to problem and service requests within two (2) hours. Response is defined as speaking to the customer, leaving voice mail message for the customer, sending an email message to the customer or leaving a work service form at the customer's site. Contractor shall telephone the customer before arriving at the customer's site if a time for the visit has not already been arranged with the customer. Contractor shall resolve/circumvent problems or complete service requests within four (4) hours. These commitments apply to all problems and requests assigned to the Contractor, unless otherwise stipulated in this Task Order (TO) or Service Level Agreements.
10. Any desktop hardware placed into service shall be a fully functional and performance level equivalent to equipment removed for repair. If the customer has data files, documents, or other files on the defective desktop hardware, Contractor shall ensure that such files (when not damaged) are transferred to the replacement computer.
11. During the Saturday, Sunday and Holidays (excluding Christmas Day, New Year's Day and Thanksgiving) shifts, the contractor shall abide by all Service Level Agreements including (but not limited to) those indicated in item nine (9). During less active periods of these shifts, the contractor will take non-functional PC's, printers and other desktop peripherals and fix them so they are added to the functional loaner/replacement pool of PC's, printers and other desktop peripherals. This desktop equipment will be tested to ensure full functionality and preparation to be used as a loaner/replacement. The progress of this requirement will be documented in a deliverable (see "6. Schedule of Deliverables")
12. Contractor shall be responsible for the receipt and tracking of all hardware shipped to the Contractor's facility on behalf of the PTO. Contractor shall notify Task Manager within two (2) hour of receipt.
13. All hardware and supplies provided under this task order must be of the same or better quality than that which it is replacing. In addition, all hardware must adhere to the OCIO Technical Reference Model (TRM).
14. Contractor shall identify hardware (excluding mice) for Patent and Trademark Depository Library (PTDL) workstations requiring replacement within six (6) hours. Contractor shall pack and ship replacement hardware to the PTDL so that it will arrive within five (5) working days of the initial call. Contractor shall include any necessary information regarding replacement hardware and instructions for the PTDL to pack and ship back the broken hardware. Contractor shall be responsible for packing, shipping (including charges) and tracking the equipment.

15. Contractor shall perform a total of 6 daily checks of individual group printers. These 6 checks must be at least two (2) hours apart. The morning check shall take place no earlier than 6:30 AM and the afternoon check shall take place no later than 6:00 PM. On weekends and holidays, the Contractor checks each printer once between the hours of 8 AM and 2 PM.
16. During the month of September, four additional daily checks are required for these group printers during weekdays. One of these additional checks should be done after 4:00PM and the other after 6:00PM. On weekends and holidays during this month, these printers shall be checked twice, the first check shall be no earlier than 6:30 AM and the afternoon check shall take place no later than 4 PM.
17. Contractor shall add paper, add toner, and clear paper jams for group printers as appropriate. Contractor shall obtain paper and toner from central repositories. Contractor shall notify a designated PTO official when paper or toner supplies need to be replenished. Contractor shall dispatch a technician to service the printer when notified of a printer problem.
18. Contractor shall check each group printer within one (1) hour of being notified of a possible problem. The notification may be issued by the Help Desk or by an automated printer monitoring system.
19. Contractor shall maintain the spares desktop hardware at levels that ensure problems may be circumvented/resolved within 4 hours.
20. Contractor shall provide off-site support to the two warehouses listed below:

Franconia Warehouse 6808 Loisdale Road Springfield, VA	Fullerton Center (also known as the Newington Warehouse) 7401 Fullerton Road Springfield, VA
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This off-site support shall include all of the Personal Computers and peripherals (connected to PTONet and to the Federal Records Center via modems) and PALM/TRAM equipment (connected to the A16 via modems) at these locations. Support shall be for both the hardware and software.

21. Contractor shall also provide remote support to the following locations:

1. RTIS Contractor  
275 Gibraltar Road  
Horsham, PA 19055

Telephone: 215-441-6360  
POC: Brett Yeagley

2. 125 Rock Road  
Horsham, PA 19044  
Telephone: 215 441-6475  
POC: Tom Callison

This remote support shall include all of the Personal Computers and peripherals, and PALM equipment. Contractor shall provide support Monday through Friday, from 7:30 AM to 11:30 PM and weekends from 7:30 AM to 5 PM. Contractor shall notify SIRA of any problems at the Pennsylvania sites that can't be resolved remotely.

22. Contractor shall provide on site support for the following location:

RTIS Contractor  
3443 Carlyn Springs Road  
Bailey's Crossroad, VA 22041  
Telephone: 703 750-9580  
POC: Bill Docca

The support shall be provided Monday through Friday, excluding federal holidays. Contractor shall provide hardware support for 3 network printers, 12 legacy PALM BCRs and CRTs, and 5 PALM printers. Contractor shall provide both hardware and software support, primarily Pre-Exam and PALM BCR, for approximately 24 workstations.

23. Whenever working on electronic equipment, contractor shall use a grounding strap to protect the equipment from Electrostatic Discharge (ESD) damage. The grounding strap should conform to the American National Standards Institute (ANSI) standards in regard to EOS/ESD Grounding. The strap should be tested for functionality on a regular basis (daily testing is recommended). In addition to the strap, all electronic components should always be stored in enclosed anti-static bags when not being handled.
24. Contractor shall perform periodic preventive maintenance for Trademarks Image Capture & Retrieval System (TICRS) high speed scanners (a total of 5 Fujitsu 3099). Contractor shall also respond to problem and service requests of these scanners within four (4) hours. Contractor shall provide support from Monday – Friday, from 8:30 AM to 5:00 PM.
25. Contractor shall have a thorough understanding of the Group Printer System and all related applications.

26. Whenever working on group printers and/or walk-up workstations, the Contractor shall notify the CBSI Group Printer Supervisor before leaving the site, with an updated status of the problem. Contractor shall not close any records without confirmation from the CBSI Group Printer Supervisor that the service has been performed or the problem has been resolved. If the supervisor cannot be contacted after three attempts within a two (2) hour period, confirmation shall then be obtained from the Office of Automation Services.
27. Contractor shall be responsible for monitoring, troubleshooting, and resolving all operational and software problems associated with NT Group Printers and walk-up workstations. Contractor shall respond to problem and service requests associated with group printers and walk-up workstations within half (1/2) hour.
28. Contractor shall be responsible for NT Group Printer System Administration functions, which will include, but not be limited to, the following:
- Coordinating with NOD to re-start services
  - Re-starting Drivers
  - Upgrading to New Service Packs on request
  - Maintaining local contractor user account
29. Contractor shall assist PROMARK with new installation of Group Printers.

#### **GOVERNMENT FURNISHED MATERIAL**

The Government shall furnish a problem management tracking system(s), all pertinent documents, and hand held Psion mobile radio units.

#### **4. LEVEL OF EFFORT**

No work outside the scope of this task order will be performed under this Task Order without the written direction of the COTR.

#### **5. PLACE OF PERFORMANCE**

Work shall be performed throughout the buildings occupied by the PTO in Arlington, VA and in the two warehouses located in Springfield, VA.

#### **6. SCHEDULE OF DELIVERABLES**

All deliverables shall be delivered to the COTR (electronic form preferred).

Deliverable		Due
Report of Hardware Replacement	Report identifying all ODCs dollars spent during previous week; include, problem record number, make and model of device replaced/serviced, make and model of replacement	COB Monday

	device, statement as to whether the replaced hardware was under warranty	
Return Merchandise Authorization Pending	List of all hardware currently pending RMA; include, delivery order number, make and model, quantity, date RMA request was sent	By fifth of each month
Return Merchandise Authorization Approved	List of all hardware approved for RMA during previous month; include, delivery order number, make and model, quantity, date RMA request was sent, date RMA approval was received, date replacement was received or is to be received	By fifth of each month
RCAs	Root Cause Analysis reports	Within two days of assignment
Weekend / Holiday Progress Status Report	List all PC's, printers and desktop peripherals that are fixed, tested and added to the functional loaner/replacement equipment pool. This list should be documented for each day of progress (e.g. every Saturday, Sunday and working Holiday) and will be provided as directed by the task manager and with the monthly report	By the fifth of each month and as directed by the task manager.
Problem and Change Records	Contractor shall fully document all customer support related activities in the appropriate problem and change records	Records updates must be made within one hour after the completion of an activity

## **7. AUTOMATED INFORMATION SYSTEMS LIFE CYCLE MANAGEMENT (AIS-LCM)**

AIS-LCM is required under this task.